
User Guide

Advanced Authentication - Smartphone App

Version 6.1

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About NetIQ Corporation

We are a global, enterprise software company, with a focus on the three persistent challenges in your environment: Change, complexity and risk—and how we can help you control them.

Our Viewpoint

Adapting to change and managing complexity and risk are nothing new

In fact, of all the challenges you face, these are perhaps the most prominent variables that deny you the control you need to securely measure, monitor, and manage your physical, virtual, and cloud computing environments.

Enabling critical business services, better and faster

We believe that providing as much control as possible to IT organizations is the only way to enable timelier and cost effective delivery of services. Persistent pressures like change and complexity will only continue to increase as organizations continue to change and the technologies needed to manage them become inherently more complex.

Our Philosophy

Selling intelligent solutions, not just software

In order to provide reliable control, we first make sure we understand the real-world scenarios in which IT organizations like yours operate—day in and day out. That's the only way we can develop practical, intelligent IT solutions that successfully yield proven, measurable results. And that's so much more rewarding than simply selling software.

Driving your success is our passion

We place your success at the heart of how we do business. From product inception to deployment, we understand that you need IT solutions that work well and integrate seamlessly with your existing investments; you need ongoing support and training post-deployment; and you need someone that is truly easy to work with—for a change. Ultimately, when you succeed, we all succeed.

Our Solutions

- ♦ Identity & Access Governance
- ♦ Access Management
- ♦ Security Management
- ♦ Systems & Application Management
- ♦ Workload Management
- ♦ Service Management

Contacting Sales Support

For questions about products, pricing, and capabilities, contact your local partner. If you cannot contact your partner, contact our Sales Support team.

Worldwide:	www.netiq.com/about_netiq/officelocations.asp
United States and Canada:	1-888-323-6768
Email:	info@netiq.com
Web Site:	www.netiq.com

Contacting Technical Support

For specific product issues, contact our Technical Support team.

Worldwide:	www.netiq.com/support/contactinfo.asp
North and South America:	1-713-418-5555
Europe, Middle East, and Africa:	+353 (0) 91-782 677
Email:	support@netiq.com
Web Site:	www.netiq.com/support

Contacting Documentation Support

Our goal is to provide documentation that meets your needs. The documentation for this product is available on the NetIQ Web site in HTML and PDF formats on a page that does not require you to log in. If you have suggestions for documentation improvements, click **Add Comment** at the bottom of any page in the HTML version of the documentation posted at www.netiq.com/documentation. You can also email Documentation-Feedback@netiq.com. We value your input and look forward to hearing from you.

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NetIQ Communities, the NetIQ online community, is a collaborative network connecting you to your peers and NetIQ experts. By providing more immediate information, useful links to helpful resources, and access to NetIQ experts, NetIQ Communities helps ensure you are mastering the knowledge you need to realize the full potential of IT investments upon which you rely. For more information, visit community.netiq.com.

About this Book

The NetIQ Advanced Authentication Smartphone App Guide has been designed to guide users about how to download the app for the different smartphone platforms. The guide also instructs users about how to enroll and authenticate the smartphone in the Advanced Authentication environment.

Intended Audience

This book provides information for individuals responsible for understanding administration concepts and implementing a secure and distributed administration model.

1 Installing the NetIQ Advanced Authentication App

This chapter guides you through the process of installing the NetIQ Advanced Authentication app and requirements for installation.

- ♦ [“Prerequisites” on page 9](#)
- ♦ [“Installation Procedure” on page 10](#)

Prerequisites

To install the NetIQ Advanced Authentication app, the device must have the following requirements based on the smartphone you have:

Operating System of the Smartphone	Requirements
Apple	<ul style="list-style-type: none">♦ Supported versions are:<ul style="list-style-type: none">♦ iOS 9♦ iOS 10♦ iOS 11♦ iOS 12
Android	<ul style="list-style-type: none">♦ Supported versions are:<ul style="list-style-type: none">♦ Android 7♦ Android 8♦ Android 9♦ 3 megapixel camera with the auto-focus feature♦ The fingerprint scanner to use the fingerprint sensor to access the app.

NOTE: If the fingerprint scanner is not available in your smartphone, then you can use PIN to access the app.

NOTE: If an Advanced Authentication administrator enables the geo-fencing feature, then access to the location must be allowed for the NetIQ Advanced Authentication app in the smartphone.

Installation Procedure

- 1 Download the NetIQ Advanced Authentication app on your smartphone in one of the following ways:
 - ♦ Navigate to Google Play store or App store and search for the NetIQ Advanced Authentication app.
 - ♦ Scan one of the following QR code corresponding to the platform in your smartphone to navigate to the respective app download page in the store:
 - ♦ **QR code for Android**



- ♦ **QR code for iOS**



- ♦ **QR code for Windows Phone**



2 Perform one of the following actions to install the app based on the platform in your smartphone:

- ♦ **Android:** Tap **Install**.
- ♦ **iOS:** Tap **Get**.

After you install the app, click one of the following links to use the app based on the platform of your smartphone:




- ♦ [Using the NetIQ Advanced Authentication App on iOS](#)
- ♦ [Using the NetIQ Advanced Authentication App on Android](#)
- ♦ [Using the NetIQ Advanced Authentication App on a Windows Phone](#)

2 Using the NetIQ Advanced Authentication App on iOS

You can authenticate with the NetIQ Advanced Authentication app on your iOS phone. You must enroll the authenticator on the Advanced Authentication Self Service portal using the app. To enroll and authenticate using the app on your iOS phone, perform the following tasks:

- ♦ [“Launching the NetIQ Advanced Authentication App” on page 13](#)
- ♦ [“Configuring Security Settings for the App” on page 14](#)
- ♦ [“Enrolling an Authenticator on the App” on page 14](#)
- ♦ [“Authenticating with the NetIQ Advanced Authentication App” on page 15](#)
- ♦ [“Authenticating Smartphone in the Offline Mode Or with the TOTP Method” on page 16](#)

Launching the NetIQ Advanced Authentication App

- 1 Tap  to run the NetIQ Advanced Authentication app.
- 2 Accept the license agreement.
A message `New PIN` is displayed.
- 3 Specify a PIN to access the app and tap **OK**.
A message `"NetIQ Auth" Would Like to Send You Notifications` is displayed.
- 4 Tap **Allow** to enable the push notification.
It is recommended to enable the push notification.
You can enroll the authenticators for authentication in the **Enrolled Authenticators** screen. For more information about how to enroll authenticators, see [“Enrolling an Authenticator on the App”](#).
The menu icon  on the left panel helps you to navigate to the different tabs of the app.
- 5 Tap the menu icon  and select any of the following tabs based on the requirement:
 - ♦ **Enrolled Authenticators**: This screen displays the authenticators that you have enrolled.
 - ♦ **Authentication requests**: This screen displays the requests that are sent as push notifications for authentication.
 - ♦ **Request History**: This screen displays all the requests that you have accepted or declined. You can view the status of authentication requests and if there are any suspicious requests, you can report them to the administrator.
 - ♦ **Settings**: This screen allows you to configure settings for PIN and Fingerprint (fingerprint recognition).
 - ♦ **About**: This screen displays information about the current version of the app.

Configuring Security Settings for the App

After installing the app, you must set up a PIN for the app.

It is recommended to enable the **Pin** and **Touch ID** options for maintaining the security and user's convenience respectively.

NOTE: You cannot edit the **Pin** and **Touch ID** settings if the settings have been enforced on the server by the Advanced Authentication administrator.

To configure the security settings on the app, perform the following steps:

- 1 Tap **Settings**.
- 2 Set **Touch ID** to **ON** to enable fingerprint authentication. The fingerprint you set for the phone is used as a touch sensor for your app.

NOTE: Touch ID is disabled if you disable the **Pin** setting.

The maximum attempts to specify an incorrect PIN is 10 after that the data on your app is erased.

- 3 Set **Pin** to **ON** to enable the PIN protection for your app.
- 4 Tap **Change Pin** to change the PIN of the app.
Specify your current PIN, then specify and confirm the new PIN.

Enrolling an Authenticator on the App

- 1 You can enroll the Smartphone authenticator in one of the following ways:
 - ♦ [Enrolling with a QR code](#)
 - ♦ [Enrolling with a Link](#)
- 2 After you enroll an authenticator, you can edit or delete it on your smartphone.
To do this, tap on the preferred authenticator in the **Enrolled Authenticators** screen. The **Edit template** screen is displayed, update the details and tap **Save** to update the authenticator. You can tap **Delete** to remove the authenticator.

NOTE: If you delete an authenticator from the Self-Service portal, the authenticator on your app remains unaffected and vice versa.

Enrolling with a QR Code

- 1 Initialize enrollment using the Advanced Authentication Self-Service portal (Smartphone or TOTP method).
For more information, see [Enrolling the Smartphone Authenticator](#).
After you initiate an enrollment, a QR code is displayed on your laptop or computer screen.
- 2 Open the NetIQ Advanced Authentication app on your smartphone.
- 3 Tap the **+** icon on the upper-right of the **Enrolled Authenticators** screen.
A message **Advanced Authentication Would like to Access the Camera** is displayed.
- 4 Tap **OK**.

- 5 Use the camera of your smartphone to capture the QR code.

The screen closes automatically when a green square appears over the QR code indicating that a compliant QR code is captured.

TIP: If you see a red square over the QR code, you are trying to scan a non-compliant QR code. Contact your system administrator for further assistance.

- 6 Specify **Account** and **Additional info** for the authenticator.

The content in the **Account** field can be any information. For example, a comment **VPN** if the authenticator is related to a VPN authentication. The information in the **Account** field is displayed below the enrolled authenticator.

Additional info can be any notes related to the authenticator.

- 7 Tap **Save**.

The authenticator that you enrolled is displayed in the **Enrolled Authenticators** screen of your smartphone app.

Enrolling with a Link

- 1 Check your phone for a new email or SMS.

You will receive a link from the administrator.

- 2 Tap on the link. You will be redirected to the NetIQ Advanced Authentication app.

If you have not installed the smartphone app, you will be redirected to the AppStore from where you can install the app.

- 3 Specify a PIN or a Touch ID if applicable.

- 4 Specify your username and password in the **Enroll new authenticator** screen.

- 5 Tap **Sign In**.

- 6 Specify an optional comment in the app.

- 7 Tap **Save**.

The authenticator that you enrolled is displayed in the **Enrolled Authenticators** screen of your smartphone app.

Authenticating with the NetIQ Advanced Authentication App

After you enroll an authenticator, you can authenticate on an app with your Smartphone.

- 1 Initialize the authentication on the endpoint.

A push notification **Authentication required!** is displayed if your smartphone is locked or the smartphone app is closed.

- 2 Open the NetIQ Advanced Authentication app.


The app prompts to provide a **Touch ID** or specify the **Pin** that you registered for the app. A push notification with **Accept** or **Reject** buttons are displayed in the **Authentication Requests** screen.

- 3 Tap **Accept** to accept the authentication request.

A message **Accepted** is displayed if you accept the authentication request or **Rejected** if you reject the authentication request.

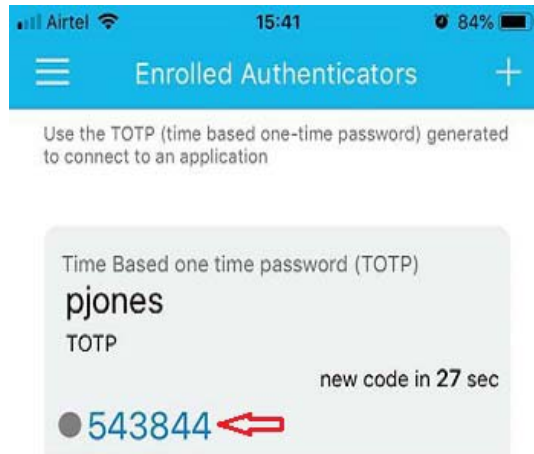
Authenticating Smartphone in the Offline Mode Or with the TOTP Method

If your smartphone does not have an internet connection to receive the push notifications or if you have enrolled the TOTP method, perform the following steps to authenticate using the OTP:

- 1 Initialize the authentication on the endpoint.
- 2 Open the NetIQ Advanced Authentication app.
- 3 Tap the menu icon  in the app and tap **Enrolled Authenticators**.
The authenticators are displayed in the **Enrolled Authenticators** screen.
- 4 Perform one of the following based on the authenticator for authenticating on the app:
 - ♦ Specify the OTP displayed for the Smartphone authenticator.



- ◆ Specify the OTP displayed for the TOTP authenticator.



You get authenticated to the endpoint if the OTP is valid.

TIP: If the authentication fails, ensure that the time on your smartphone is synchronized with the time on server.


3 Using the NetIQ Advanced Authentication App on Android

You can authenticate with the NetIQ Advanced Authentication app on your Android phone. You must enroll the authenticator on the Advanced Authentication Self Service portal using the app. To enroll and authenticate using the app on your Android phone, perform the following tasks:

- ♦ [“Launching the NetIQ Advanced Authentication App” on page 19](#)
- ♦ [“Configuring Security Settings for the App” on page 20](#)
- ♦ [“Enrolling an Authenticator on the App” on page 20](#)
- ♦ [“Authenticating with the NetIQ Advanced Authentication App” on page 21](#)
- ♦ [“Authenticating Smartphone in the Offline Mode Or with the TOTP Method” on page 22](#)

NOTE: You must disable the **Allow mock locations** option in **Developer options** of smartphone settings.


Launching the NetIQ Advanced Authentication App


- 1 Tap  to run the NetIQ Advanced Authentication app.
- 2 Accept the license agreement.

A message **New PIN** is displayed.

- 3 Specify a **PIN** to access the app, then tap **OK**.

You can enroll the authenticators for authentication in the **Enrolled Authenticators** screen. For more information about how to enroll authenticators, see [Enrolling an Authenticator on the App](#).

The menu icon  on the left panel helps you to navigate to the different tabs of the app.

- 4 Tap the menu icon  and select any of the following tabs based on the requirement:
 - ♦ **Enrolled Authenticators:** This screen displays the authenticators that you have enrolled.
 - ♦ **Authentication requests:** This screen displays the requests that are sent as push notifications for authentication.
 - ♦ **Request History:** This screen displays all the requests that you have accepted or declined. You can view the status of authentication requests and if there are any suspicious requests, you can report them to the administrator.
 - ♦ **Settings:** This screen allows you to configure settings for PIN and Fingerprint (fingerprint recognition).
 - ♦ **About:** The screen displays information about the current version of the app.

Configuring Security Settings for the App

After installing the app, you must set up a PIN for the app.

It is recommended to enable the **PIN** and **Fingerprint** options for maintaining the security and user's convenience respectively.

NOTE: You cannot edit the **PIN** and **Fingerprint** settings if the settings have been enforced on the server by the Advanced Authentication administrator.

To configure the security settings in the app, perform the following steps:


- 1 Tap **Settings**.
- 2 Set **PIN** to **ON** to enable the PIN protection for your app.
- 3 Set **Fingerprint** to **ON** to enable fingerprint authentication. The fingerprint you set for the phone is used as a touch sensor for your app.

NOTE: Fingerprint is disabled if you disable the **PIN** setting.

The maximum attempts to specify an incorrect PIN is 10 after that the data on your app is erased.

- 4 Tap **Change PIN** to change the PIN of the app.
Specify your current PIN, then specify and confirm the new PIN.
- 5 Tap **Change permissions** to manage permissions for the camera and location of your smartphone.
Tap **OK** to continue.
Tap **App permissions** and enable the **Camera** and **Location** as per your requirement.

Enrolling an Authenticator on the App

- 1 You can enroll the Smartphone authenticator in one of the following ways:
 - ♦ [Enrolling with a QR Code](#)
 - ♦ [Enrolling with a Link](#)
- 2 After you enroll an authenticator, you can edit or delete it on your smartphone.
To do this, tap on the preferred authenticator in the **Enrolled Authenticators** screen. The **Change Authenticator** screen is displayed, update the details and tap **Save** to update the authenticator.
You can tap the delete  icon to remove the authenticator.

NOTE: If you delete an authenticator from the Self-Service portal, the authenticator on your app remains unaffected and vice versa.

Enrolling with a QR Code

- 1 Initialize enrollment using the Advanced Authentication Self-Service portal (Smartphone or TOTP method).
For more information, see [Enrolling the Smartphone Authenticator](#).
After you initiate an enrollment, a QR code is displayed on your laptop or computer screen.

- 2 Open the NetIQ Advanced Authentication app on your smartphone.
- 3 Tap the **+** icon on the lower-right of the **Enrolled Authenticators** screen.
A message `Advanced Authentication Would like to Access the Camera` is displayed.

4 Tap **OK**.

- 5 Use the camera of your smartphone to capture the QR code.

The screen closes automatically when a green square appears over the QR code indicating that a compliant QR code is captured.

TIP: If you see a red square over the QR code, you are trying to scan a non-compliant QR code. Contact your system administrator for further assistance.

- 6 Specify **Account** and **Additional info** for the authenticator.

The content in the **Account** field can be any information. For example, a comment **VPN** if the authenticator is related to a VPN authentication. The information in the **Account** field is displayed below the enrolled authenticator.

Additional info can be any notes related to the authenticator.

- 7 Tap **Save**.

The authenticator that you enrolled is displayed in the **Enrolled Authenticators** screen of your app.

Enrolling with a Link

- 1 Check your phone for a new email or SMS.

You will be receiving a link from the administrator.

- 2 Tap on the link. You will be redirected to the NetIQ Advanced Authentication app.

If you have not installed the app, you will be redirected to the Google Play store from where you can install the app.

- 3 Specify a PIN or touch the fingerprint sensor if applicable.

- 4 Specify your username and password in the **Enroll new authenticator** screen.

- 5 Tap **Sign In**.

- 6 Specify an optional comment in the app.

- 7 Tap **Save**.

The authenticator that you enrolled is displayed in the **Enrolled Authenticators** screen of your app.

Authenticating with the NetIQ Advanced Authentication App

After you enroll an authenticator, you can authenticate on an app with your smartphone.

- 1 Initialize the authentication on the endpoint.

A push notification `Authentication required!` is displayed if your smartphone is locked or the smartphone app is closed.

- 2 Open the NetIQ Advanced Authentication app.

The app prompts to provide a **Touch sensor** or specify the **PIN** that you registered for the app.


A push notification with **Accept** or **Reject** buttons are displayed in the **Authentication Requests** screen.

- 3 Tap **Accept** to accept the authentication request.

A message **Accepted** is displayed if you accept the authentication request or **Rejected** if you reject the authentication request.

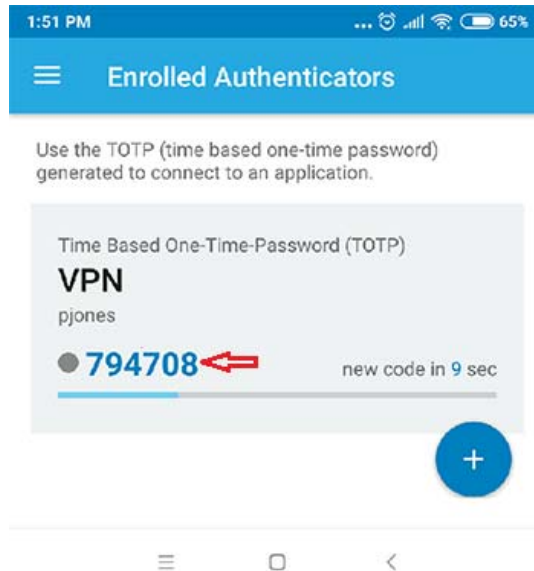
Authenticating Smartphone in the Offline Mode Or with the TOTP Method

If your smartphone does not have an internet connection or you have enrolled the TOTP method, then perform the following steps to authenticate:

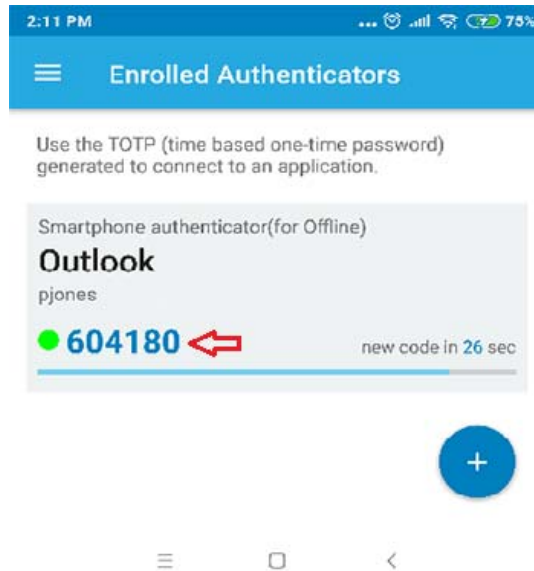
- 1 Initialize the authentication on the endpoint.
- 2 Open the NetIQ Advanced Authentication app.
- 3 Tap the menu icon  and tap **Enrolled Authenticators**.

The authenticators are displayed in the **Enrolled Authenticators** screen.

- 4 Perform one of the following based on the authenticator for authenticating on the app:
 - ♦ Specify the OTP displayed for the Smartphone authenticator.



- ◆ Specify the OTP displayed for the TOTP authenticator.



You get authenticated to the endpoint if the OTP is valid.

TIP: If the authentication fails, ensure that the time on your smartphone is synchronized with the time on server.


4 Using the NetIQ Advanced Authentication App on a Windows Phone

You can authenticate with the NetIQ Advanced Authentication app on your Windows phone. You must enroll the authenticator on the smartphone app using the Advanced Authentication Self Service portal. To enroll and authenticate using the smartphone app on your Windows phone, perform the following:

- ♦ [“Launching the NetIQ Advanced Authentication App” on page 25](#)
- ♦ [“Configuring Security Settings for the App” on page 26](#)
- ♦ [“Enrolling an Authenticator on the App” on page 26](#)
- ♦ [“Authenticating with the NetIQ Advanced Authentication App” on page 27](#)
- ♦ [“Authenticating Smartphone in the Offline Mode Or with the TOTP Method” on page 28](#)

Launching the NetIQ Advanced Authentication App



1. Click  to run the NetIQ Advanced Authentication app.

2. Accept the license agreement.


A message `Enter your PIN` is displayed.


3. Specify a PIN to access the app and tap **OK**.

A message `Advanced Authentication Would Like to Send You Notifications` is displayed.

Tap **Allow** to enable the push notification. It is recommended to enable the push notification.

4. You can enroll the authenticators for authentication in the **Enrolled Authenticators** screen. For more information about how to enroll authenticators, see [Enrolling an Authenticator on the App](#).

The menu icon  on the left panel helps you to navigate to the different tabs of the app.

5. Tap the menu icon  and select any of the following tabs based on the requirement:

- ♦ **Enrolled Authenticators**: This screen displays the authenticators that you have enrolled.
- ♦ **Authentication requests**: This screen displays any requests that are sent as push notifications for authentication.
- ♦ **Request History**: This screen displays all the requests that you have accepted or declined. You can view the status of authentication requests and if there are any suspicious requests, you can report them to the administrator.
- ♦ **Settings**: This screen allows you to configure settings for PIN and Fingerprint (fingerprint recognition).
- ♦ **About**: The screen displays information about the current version of the app.


Configuring Security Settings for the App

After installing the app, you must set up a PIN for the app.

It is recommended to enable **PIN** and **Fingerprint** options for maintaining security and user's convenience respectively.

NOTE: You cannot edit the **PIN** setting if the setting has been enforced on the server by the Advanced Authentication administrator.

To configure the security settings in the app, perform the following steps:

- 1 Tap the settings  icon.
- 2 Set **PIN protection** to **ON** to enable the PIN protection for your app.
- 3 Set **Welcome screen** to **ON** to view the welcome screen when you access the app.

NOTE: The maximum attempts to specify an incorrect PIN is 10 after that the data on your app is erased.

Enrolling an Authenticator on the App

- 1 Initialize enrollment using the Advanced Authentication Self-Service portal (Smartphone or TOTP method).

After you initiate an enrollment, a QR code is displayed on your laptop or computer screen.

- 2 You can enroll the smartphone authenticator in one of the following ways:

- ♦ [Enrolling with a QR code](#)
- ♦ [Enrolling with a Link](#)

- 3 After you enroll an authenticator, you can edit or delete it on your app.

To do this, tap on preferred authenticator in the **Enrolled Authenticators** screen. The **Change Authenticator** screen is displayed where you can either update the details and tap the save icon

 or tap the delete icon  to remove the authenticator.

NOTE: If you delete an authenticator from the Self-Service portal, the authenticator on your app remains unaffected and vice versa.

Enrolling with a QR Code

- 1 Tap the + icon on the lower-right of the **Enrolled Authenticators** screen.

A message `Advanced Authentication Would like to Access the Camera` is displayed.

- 2 Tap **OK**.

- 3 Use the camera of your smartphone to capture the QR code.

The screen closes automatically when a green square appears over the QR code indicating that a compliant QR code is captured.

TIP: If you see a red square over the QR code, you are trying to scan a non-compliant QR code. Contact your system administrator for further assistance.

- 4 Specify **Account name** and **Additional info** for the authenticator.

The content in the **Account name** field can be any information. For example, a comment **VPN** if the authenticator is related to a VPN authentication. The information in the **Account** field is displayed below the enrolled authenticator.

Additional info can be any notes related to the authenticator.

- 5 Tap **Save**.

The authenticator that you enrolled is displayed in the **Enrolled Authenticators** screen of your app.

Enrolling with a Link

- 1 Check your phone for a new email or SMS.

You will be receiving a link from the administrator.

- 2 Tap on the link. You will be redirected to the Smartphone app.

If you have not installed the NetIQ Advanced Authentication app, you will be redirected to the Google Play store from where you can install the app.

- 3 Specify a PIN or a Touch ID if applicable.
- 4 Specify your username and password in the **Enroll new authenticator** screen.
- 5 Tap **Sign In**.
- 6 Specify an optional comment in the app.
- 7 Tap **Save**.

The authenticator that you enrolled is displayed in the **Enrolled Authenticators** screen of your app.

Authenticating with the NetIQ Advanced Authentication App

After you enroll an authenticator, you can authenticate using the app in your smartphone.

- 1 Initialize the authentication on the endpoint.

A push notification **Authentication required!** is displayed if your smartphone is locked or the NetIQ Advanced Authentication app is closed.

- 2 The app prompts to provide a **Touch sensor** or specify the **PIN** that you provided for the app.

Accept and **Reject** buttons are displayed as push notifications in the **Authentication Requests** screen.

- 3 Tap **Accept** to accept the authentication request.

A message **Accepted** is displayed if you accept the authentication request or **Rejected** if you reject the authentication request.

Authenticating Smartphone in the Offline Mode Or with the TOTP Method

If your smartphone does not have an internet connection or you have enrolled the TOTP method, then perform the following steps to authenticate:

- 1 Tap the menu icon in the app and tap **Enrolled Authenticators**.
The authenticators are displayed in the **Enrolled Authenticators** screen.
- 2 Specify the OTP displayed for the authenticator for authenticating on the app.

TIP: If authentication fails, ensure that the time on your smartphone is synchronized with the time on server.

5 Troubleshooting

This chapter contains the following sections:

- ♦ [“Users Are Unable to Enroll the Smartphone Authenticator” on page 29](#)
- ♦ [“Issue While Enrolling the Smartphone Authenticator on Android” on page 30](#)
- ♦ [“Authentication Using the Smartphone Authenticator Fails” on page 30](#)
- ♦ [“Issue with the One-Time Password” on page 30](#)

Users Are Unable to Enroll the Smartphone Authenticator

Issue: When users try to enroll the Smartphone authenticator using a QR code, the smartphone is unable to scan the QR code or the following error message is displayed based on the platform of the smartphone:

- ♦ **Android app:** Please ask your admin if the error will be repeated: Device add error
- ♦ **iOS app:** `JSONEmptyField, message: The field AddDeviceResult is an empty string`
- ♦ **Windows Phone app:** Cannot load the authenticator: Salt is null or empty

Reason:

- ♦ If you are scanning a QR code that is not compatible with the Google Authenticator or NetIQ Auth apps. The other QR codes cannot be scanned using the NetIQ Advanced Authentication app.
- ♦ If an administrator has not configured the smartphone authenticator appropriately.

Workaround: Perform one of the following:

- ♦ Log in to the Advanced Authentication Self-Service portal and scan the QR code that complies with the Google Authenticator or NetIQ Auth apps.
- ♦ Contact your administrator and request to validate the configurations of Smartphone authenticator.

Recommendation: It is recommended to consider the following points while you are scanning the QR code:

- ♦ The mouse cursor is not overlapping with the QR code.
- ♦ While using the screen with high resolution, zoom-in the web page with the QR code to 125-150 %. The screen with more brightness, contrast, or glossy surface might affect enrollment.
- ♦ Focus your smartphone on the QR code appropriately. Some Android devices do not have auto-focus feature. This might cause issues while scanning the QR code or try to use another smartphone.

Issue While Enrolling the Smartphone Authenticator on Android

Issue: When users try to enroll the Smartphone authenticator using the Android app, an error message `java.security.cert.CertPathValidatorException: Trust anchor for certification path not found` is displayed.

Reason: This issue is due to the self-signed certificate that the administrator has uploaded in the **Server Options** of the Administration portal. The certificate either does not contain all the required certificates or it does not contain information in the following order:

```
-----BEGIN PRIVATE KEY-----
(Your Private Key: your_domain_name.key)
-----END PRIVATE KEY-----
-----BEGIN CERTIFICATE-----
(Your Primary SSL certificate: your_domain_name.crt)
-----END CERTIFICATE-----
-----BEGIN CERTIFICATE-----
(Your Intermediate certificate: intermediate.crt)
-----END CERTIFICATE-----
-----BEGIN CERTIFICATE-----
(Your Root certificate: TrustedRoot.crt)
-----END CERTIFICATE-----
```

Workaround: Contact your administrator and request to validate the configuration of the Smartphone authenticator. This issue may be related to a conflict in the IP address or port.

You can access the Advanced Authentication server URL in the browser of your Android smartphone to validate the certificate. If the certificate is invalid, a warning message is displayed stating that the connection is not trusted.

Authentication Using the Smartphone Authenticator Fails

Issue: When you try to authenticate using the Smartphone authenticator, the authentication fails.

Reason: This issue occurs if there is no Internet connection on the server that processes the smartphone authentication requests or when the authentication times-out.

Workaround: Perform one of the following:

- Navigate to the **Enrolled Authenticators** screen and use the One-Time Password (OTP) that is generated for an authenticator to authenticate without any push notification.
- Initiate the authentication again. Do not wait for the push notification. Instead open the app and tap **Accept** to accept the authentication request.

Issue with the One-Time Password

Issue: When users try to authenticate with a one-time password, the authentication fails.

Reason: This issue occurs when the time on your smartphone and the server are not synchronized or while using the OTP of an invalid authenticator.

Workaround: Perform one of the following:

- ♦ Synchronize the time on your smartphone with the time on the server. Select a valid time zone on your smartphone.
- ♦ Contact your system administrator.

